

Customer Interaction Center Scorecard

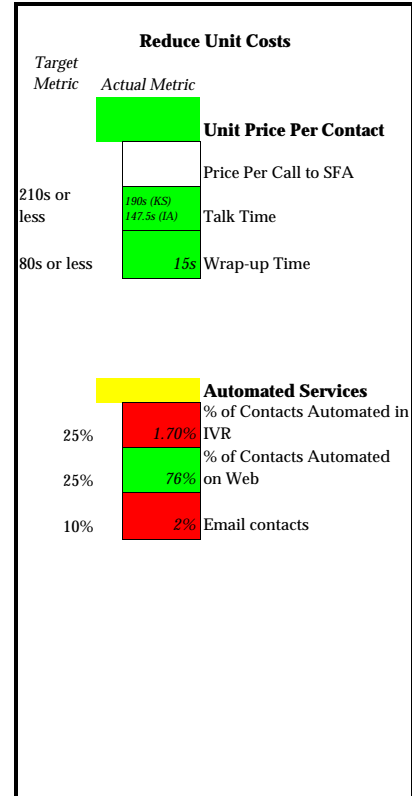
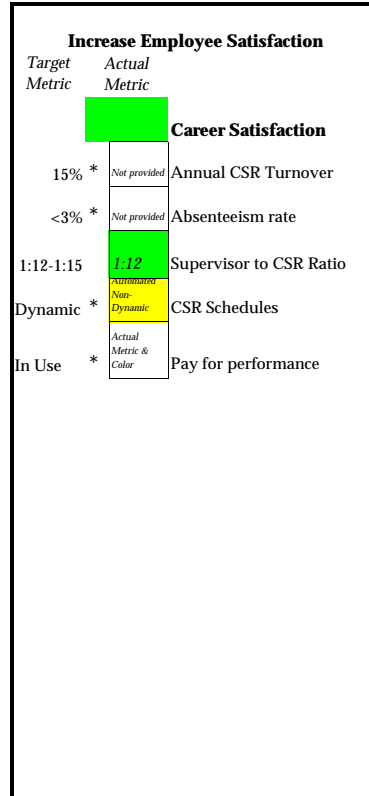
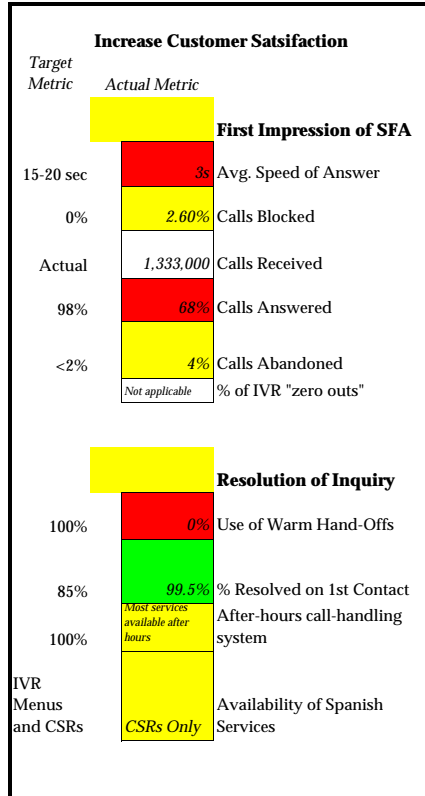
Operating Partner
Location(s)

NCS Pearson
Phoenix, AZ
Iowa City, IA
Lawrence, KS

Contract Price to SFA

FAFSA on the Web

Annual Call Volume (4/00-3/01) 1,333,000
Annual email Volume (4/00-3/01) 91,800
Annual Fax Volume (4/00-3/01) 0
Annual Written Corr. Volume (4/00-3/01) 0
Annual Web Volume (4/00-3/01) 2,951,000
Annual "Other" Volume (4/00-3/01)



The information in the above section is not available to the Consistent Answers Team; however, for a complete picture, the Operating Partner and the SFA office in charge of the contract should complete these metrics.